

~~a first step at which said server receives~~ receiving, at the server, identifier
~~information specifying said appliance from said appliance through said network,~~ wherein the
identifier information specifies the appliance;

a third step at which said server receiving, receives from said displaying means unit through said network, item information which said customer selected from said menu which is displayed by on said displaying means unit; and

at said first step, wherein the receiving said identifier information step further comprises which is received is sent sending the identifier information by a telecommunications means unit, connected to said network and disposed in said appliance, in response to a send instruction for said identifier information[;], and wherein the sending a menu at said second

step[,] ~~sends a said menu which is sent~~ that is structured to have a different content in accordance with said identifier information.

2. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~at said first step,~~ said send instruction for said identifier information received by said server is issued by activation of an access button disposed on said appliance ~~is pressed~~.

3. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~at said first step,~~ said send instruction for said identifier information is issued by said appliance specified by said identifier information ~~which is sent~~ that is selected from an appliance list which is displayed by said displaying ~~means~~ unit.

4. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~at said first step,~~ said server receives information expressing the state of said appliance specified by said identifier information together with said identifier information from said appliance through said network, and further wherein said identifier information ~~which is received~~ and said information expressing the state of said appliance is information ~~which~~ that is sent through said network by said telecommunications ~~means~~ unit disposed to said appliance.

5. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~said fourth step includes~~ the processing step further comprises the steps of:

~~a step at which~~ if said item information received from said displaying means is regarding an item to request repair work, when said appliance is to be collected and repaired, ~~said server sends~~ sending, from the server, a menu of collecting methods to said displaying means unit through said network; and

~~a step at which said server receives~~ receiving, at the server from said displaying means unit, through said network information regarding a collecting method selected by said customer from said menu of collecting methods displayed by said displaying means unit.

6. (Currently Amended) The appliance information transmitting/receiving method as set forth in claim 1, wherein ~~said fourth step includes~~ the processing step further comprises the steps of:

receiving, at the server, ~~a step at which if said item information received from said displaying means is regarding an item to request repair work, when it is determined that said appliance is to be collected and repaired and said appliance is to be delivered to said provider via a third party, said server receives~~ said identifier information regarding said appliance from a third party terminal through said network when the appliance is to be collected and repaired by delivery to the provider by the third party; and

sending, from the server, to the third party ~~a step at which when said server receives said identifier information from said third party terminal,~~ information regarding a

wherein said displaying means unit ~~receives from said server through said network and~~ displays a menu of provider responses, received from the server through the network, wherein the menu of provider responses ~~which~~ is in accordance with said identifier information, and ~~receives from said server and~~ displays information corresponding to item information selected by said customer from said menu which is displayed, and wherein said menu received by said displaying means unit is structured to have a different content in accordance with said identifier information.

12. (Currently Amended) An appliance information transmitting/receiving system, comprising:

a displaying unit and a telecommunication unit disposed within an appliance of a customer, wherein the displaying unit and the telecommunication unit are connected to a network;

a server of a provider for handling information regarding ~~an~~ the appliance ~~of a customer~~ through [a] the network; and

a customer information database which manages customer information[,];

wherein said server receives identifier information specifying said appliance from said appliance through said network, ~~when said server receives said identifier information, said server and~~ sends a menu of provider responses to the displaying means unit ~~of said customer through said network, and~~ said server receives from said displaying means unit ~~through said network~~ item information selected by said customer from said menu which is displayed by said displaying means unit[,];

16. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 11, wherein said telecommunications ~~means~~ unit sends information expressing the state of said appliance specified by said identifier information together with said identifier information to said server through said network.

17. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying ~~means~~ unit is regarding an item to request repair work, when said appliance is to be collected and repaired, said server sends a menu of collecting methods to said displaying ~~means~~ unit through said network and receives from said displaying ~~means~~ unit ~~through said network~~ information regarding a collecting method selected by said customer.

18. (Currently Amended) The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying ~~means~~ unit is regarding an item to request repair work, when said server determines that said appliance needs to be collected and repaired and said appliance is to be delivered to said provider via a third party, said server receives said identifier information regarding said appliance from a third party terminal through said network and accordingly sends information regarding a delivery destination of said appliance to said third party terminal through said network, and said information regarding said delivery destination of said appliance is in accordance with said identifier information received from said third party terminal.

